

APPLYING ON FORM FLR(S) : GUIDANCE NOTES

If you are planning to apply for an extension of stay in the United Kingdom (UK) in one of the categories for which you must use form FLR(S), please read these guidance notes before making your application.

Our telephone services

IMMIGRATION ENQUIRY BUREAU

Tel: 0870 606 7766

Monday to Thursday: 9.00 - 4.45
Friday: 9.00 - 4.30

For general information and appointments at Croydon
Public Enquiry Office

APPLICATION FORMS UNIT

Tel: 0870 241 0645

Monday to Thursday: 9.00 - 4.45
Friday: 9.00 - 4.30

For application forms only

Our Public Enquiry Offices (for premium service applications)

CROYDON

Public Enquiry Office
Lunar House
40 Wellesley Road
Croydon
CR9 2BY

Monday to Friday:
8.00 - 4.00

Tel: 0870 606 7766
(appointments only)

BIRMINGHAM

Public Enquiry Office
Dominion Court
41 Station Road
Solihull
Birmingham
B91 3RT

Monday to Friday:
9.00 - 4.00

Tel: 0870 606 7766
(appointments only)

GLASGOW

Public Enquiry Office
Festival Court
200 Brand Street
Govan
Glasgow G51 1DH

Monday to Thursday:
8.30 - 4.30
Friday: 8.30 - 4.00

Tel: 0141 555 1258
(appointments only)

LIVERPOOL

Public Enquiry Office
Reliance House
20 Water Street
Liverpool
L2 8XU

Monday to Friday
8.30 - 4.00

Tel: 0151 237 0405
0151 237 0473
(appointments)

Our website address

www.bia.homeoffice.gov.uk

Guidance Notes

1 FOR WHICH APPLICATIONS MUST YOU USE FORM FLR(S)?

This form must be used if you are applying for an extension of stay in the following categories:

student
student undertaking examination re-sits
postgraduate student writing up a thesis
student nurse
prospective student
sabbatical officer.

You must be in the UK to apply.

2 QUALIFYING FOR AN EXTENSION OF STAY IN THESE CATEGORIES

To qualify for an extension of stay, you must satisfy the requirements of the Immigration Rules for the category in which you are applying.

The relevant requirements for the categories for which you must use form FLR(S) are set out in Part 3 of the Immigration Rules, which are on our website. You can also seek information about the relevant rules by calling **0870 606 7766**.

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One of the requirements of the relevant immigration rules is that the course of study must be one provided by an organisation which is included on the Department for Education and Skills' Register of Education and Training Providers. Please go to their website at www.dfes.gov.uk/providersregister for more information about the Register.

If you did not enter the UK with a student visa and now want to switch from your existing immigration category into the student category, your application will be refused unless you qualify under one of the exemptions specified in the rules.

External degrees. If you are applying for an extension of stay to study externally for a degree at a private education institution, you will be required to provide evidence that you are also registered as an external student with the UK degree awarding body.

3 WHO CAN APPLY ON THIS FORM?

You and your spouse or civil partner and/or children under 18 if they are applying as your dependants.

If a child of yours was admitted to the UK or granted an extension of stay as your dependant before the age of 18 but is now over 18 and remains part of the family unit, he or she must apply separately on form FLR(O) for an extension of stay as your dependant.

4 THE FEE

You have to pay to apply on form FLR(S). The specified fees for applications made on or after 2 April 2007 are **£295** for postal applications or **£500** for the premium service at one of our Public Enquiry Offices. If you do not pay the specified fee, the application cannot be considered and will be returned to you. An application made on or after 21 May 2007 which is not accompanied by the specified fee will be invalid.

There is only one fee for each application form. You may include your partner and/or children under the age of 18 in your application if they are applying for an extension of stay as your dependants. If they apply separately, they must pay the specified fee.

Children aged 18 or over cannot be included; they must each apply individually and pay the specified fee, as must any children under 18 if there is some reason preventing them from being included in your application.

We will not refund the fee if we refuse the application or if you withdraw it.

For information about methods of payment, please see the payment details guidance on page 2 of the form.

For more information about the current fees, please go to our website.

5 WHEN TO APPLY

You must apply before the end of your authorised stay in the UK.

6 MAKING SURE YOUR APPLICATION IS VALID AND COMPLETE

We will return your application if it is invalid. This will delay your case and could result in the loss of appeal rights if your authorised stay has run out by the time you make a valid application. For your application to be valid, you must

make it on the current version of form FLR(S)

provide all the photographs of yourself and any dependants included in the application as specified in the form

provide all documents specified in the form

complete all sections of the form as required

sign and date the declaration in the form.

And as from 21 May 2007, ***the application must also be accompanied by the specified fee in order to be valid.***

7 COMPLETING THE FORM

Please note the following guidance and information when you complete the form.

Use a black pen to complete the form - and capital letters for names, addresses and similar details.

Complete all sections as directed in section 3 of the form, including the Personal History section.

Payment details Please follow the guidance provided on page 2 of the form when completing the payment details.

Section 1 This is where you give your own details. Leave a space between each name or part of the address(es) required in this section (do the same where names and addresses are required in other sections).

Sections 1 and 2 It's essential that you provide the photographs of yourself and any dependants included in the application. If you don't, the application will be invalid. Please use one staple or one paper clip in each applicant's case to attach them to the spaces provided. Do not use glue or any other sticky adhesive. See part 8 below for more guidance on photographs.

All sections If you are at present unable to provide any of the information or details requested in any of the sections, please explain the reasons in a letter and enclose it with the application form. If you need help with any of the questions, you can seek advice by telephoning **0870 606 7766**.

Section 8 This section lists the documents and photographs which you have to provide. If you can't provide any of the documents specified in the application form, please explain why in a letter with the form and say when you will be able to provide them. See part 9 below for more guidance on documents.

Section 9 This section contains a declaration which you must sign and date. If you don't do this, the application will be invalid.

8 PHOTOGRAPHS

You must provide the following photographs:

Two identical passport-size photographs of yourself with your name written on the back of each photograph.

Two identical passport-size photographs of any dependants included in the application with their names written on the back of each photograph.

The photographs should be in colour, recent (within the last month), and approximately 45 millimetres high and 35 millimetres wide, the size of a passport photo.

Each photograph must show the individual's full face clearly against a light background. Sunglasses are not acceptable. Nor is any head covering unless this has to be worn for religious or cultural reasons. But if the covering conceals the face, this will not be acceptable.

If the application(s) is/are successful, the photographs provided will be reproduced in the UK Residence Permit(s) in your passport and those of any dependants included in the application.

9 DOCUMENTS

The documents provided with the application must be originals.

Exceptionally, a certified copy may be acceptable. The copy must be certified by the body or authority which issued the original (for example, a copy of a savings book certified by the building society or bank), or by a notary. The reasons for providing a certified copy rather than the original document must be explained in a covering letter.

Generally speaking, it is unlikely that we will be able to grant your application without seeing the original documents.

10 APPLYING BY POST - THE ADDRESS

If you are applying by post, the address to which you must send an application on form FLR(S) is:

**Border and Immigration Agency
Leave to Remain - FLR(S)
PO Box 495
Durham
DH99 1WR**

Posting it to any other address will delay it. This address is only to be used when sending your application. Please use the address given in part 13 for any other correspondence about your application.

If you use Recorded or Special Delivery, this will help us to record the receipt of your application. Please make sure that you keep the Recorded or Special Delivery number.

We will return your passport(s) and other documents by Recorded Delivery. If you would like them to be returned by Special Delivery, you must provide a pre-paid Special Delivery envelope big enough for the documents to be returned.

11 APPLYING IN PERSON

We offer a same-day service to people who apply in person at our Public Enquiry Offices (PEOs). The premium rate of **£500** has to be paid for this service. We can only offer this service for applications which are straightforward and do not require further enquiries.

Appointments. To apply in person, you must make an appointment in advance with one of the PEOs. Make an appointment only when you have completed the correct form, and have all the documents and photographs.

The addresses, opening times and telephone numbers of the PEOs are given on the front page of these guidance notes.

For up-to-date information on opening times and services, please check the PEO pages on our website or phone the PEO numbers.

12 DECISION TIMES

Our current published service standards for deciding charged applications are:

Applications made by post: decide 70% of applications within 4 weeks (20 working days) and 90% within 14 weeks (70 working days).

Applications made in person: decide 98% within 24 hours.

As we can't tell in advance how long it will take to decide particular cases, our general advice to applicants is not to make any non-urgent travel arrangements until their passport(s) or travel document(s) are returned to them.

13 CONTACTING US AFTER YOU HAVE APPLIED

You may need to contact us after you have applied to send us more information about your application or to tell us that you need your passport or other document urgently.

If sending us more information about your application, please use the following address (not the address to which you posted your application):

**Border and Immigration Agency
Initial Consideration Unit - FLR(S)
Lunar House
40 Wellesley Road
Croydon
CR9 2BY**

Please give the following details in your letter:

the applicant's full name, date of birth and nationality

any Recorded or Special Delivery number

the date on which the application was posted or made in person

the Home Office reference number if you have one.

If you need your passport because you have to travel urgently and unexpectedly, please call **0870 606 7766**. When doing so, please provide the personal and other details listed above.

Your application will be treated as withdrawn if your passport is returned for travel abroad before your application can be decided.

14 OBTAINING ANOTHER FORM

You can obtain another form from the Application Forms Unit or by downloading it from our website - see front page for telephone number and website address.

15 OTHER TELEPHONE ENQUIRIES

For enquiries other than obtaining an application form or making appointments at the Liverpool and Glasgow Public Enquiry Offices, call **0870 606 7766**.

We also have the following freephone textphone number: **0800 38 98 28 9**.

16 CHOOSING AN IMMIGRATION ADVISER

If you engage an immigration adviser, take care when choosing one. The Office of the Immigration Services Commissioner (OISC) regulates immigration advisers. The OISC website at **www.oisc.gov.uk** contains a list of authorised advisers. It also has links to websites for solicitors, barristers and legal executives.

If you have a complaint about an immigration adviser or need other information, the OISC contact details are:

**Office of the Immigration Services Commissioner
5th Floor,
Counting House
53 Tooley Street
London
SE1 2QN**

Telephone: **0845 000 0046**

Alternatively the Law Society, which regulates solicitors in England and Wales, can help you find a solicitor. You can contact them on **0870 606 6575** or visit their website at: **www.lawsociety.org.uk**

If you wish to complain about a solicitor you can contact the Law Society's Consumer Complaints Service helpline on **0845 608 6565** or write to them at:

**The Law Society
Victoria Court
8 Dormer Place
Leamington Spa
Warwickshire
CV32 5AE**

17 COMPLAINTS ABOUT OUR SERVICE

If you need advice on how to make a complaint about our service, please telephone **0870 241 6523** or visit our website.

You may complain in writing to:

**BIA Customer Focus Team
PO Box 1384
Croydon
CR9 3YJ**

Or by email to: **bia.cu@homeoffice.gsi.gov.uk**

18 DATA PROTECTION NOTICE

We will treat all information provided by you in confidence but may disclose it to other government departments, agencies, local authorities, the police, foreign governments and other bodies for immigration purposes or to enable them to perform their functions.

We may also use the information provided by you for training purposes.

The information in the Payment Details page will be known to the private contractor engaged by the Home Office to process application payments.